

## **Troubleshooting**

### **Philips Satin Lady Shaver**

#### **My skin is irritated after using my Philips Satin Lady Shaver**

If your skin feels itchy or red after using your Philips Lady Shaver, try our tips below to solve this issue yourself.

##### **Check the shaving head**

A dirty or damaged shaving head can be harmful to your skin. Always check your shaving or trimming head before use to make sure that it is clean, in good condition and not damaged or worn out. A damaged shaving head will cause declining product performance or even skin irritation. Protect the foil by attaching a cap or comb during storage. If it is damaged order a replacement immediately from our website or contact us for further support.

##### **Use the shaver on clean skin**

Using your Philips Lady Shaver on dirty or oily skin may cause irritation. Make sure that your skin is clean, dry and free from grease before shaving.

##### **Use on permitted areas**

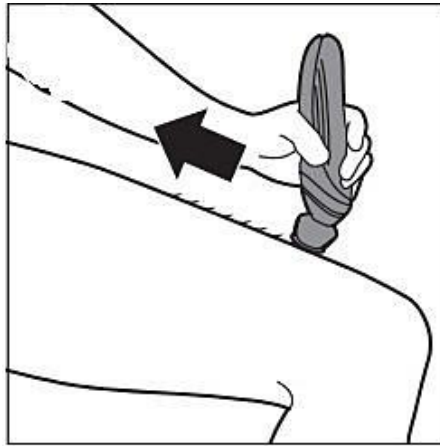
The Philips Lady Shaver is intended to shave hair in the bikini area, legs and underarms.

Only use it in intimate areas (the outside and inside of the outer labia) with the trimming comb attached to the shaving head. We do not recommend using it on your face.

Please refer to the video below or the user manual for detailed instructions on how to safely use your Lady Shaver.

##### **Use the right shaving techniques**

It is very important to use the proper shaving technique to get the best results and to avoid irritation. While shaving, tightly pull your skin with one hand and slowly move the shaver against the direction of hair growth. Make sure that your shaving or trimming head is in full contact and flat on the skin. Do not press it too firmly on your skin, be gentle and move the shaver slowly. Please refer to the video below for more information on using the right shaving techniques.



### **Allow adjustment time and pre-treat skin**

When you have not used your shaver for a while, it is normal that some skin irritation occurs. Also, the skin in sensitive areas can react. Your skin may need to readjust to the shaving process. Allow your skin some adjustment time. Try shaving before going to bed so that your skin has time to rest overnight.

Tips:

- Clean your skin before you start.
- We advise that you exfoliate your skin 1 day before shaving to remove the dead skin around your hair follicles and make it easier to remove hair.
- Try to avoid "over-doing" an area. So, do not go over the same spot too many times.
- Do not rub your skin dry after cleaning; pat it dry instead.

### **Use a clean shaving foil**

Always check the head of your Lady Shaver to make sure that it is clean before you use it. If it is not clean, make sure that you clean it. Turn off the product and remove the comb if it was attached. Rinse the comb with water. Pull the shaving foil out of the shaver head and rinse the shaving foil unit with lukewarm running tap water. Shake off the excess water and completely air-dry the shaving foil head before attaching it back to its body. For detailed cleaning instructions for your particular Lady Shaver model, refer to your user manual.

Also, make sure that your skin is clean and dry before shaving.

### **Is it safe to use a shaving foil on my entire body?**

If you are curious about how safe it is to use a shaving foil on your body, please see the information below.

All Philips products consisting of a shaving foil are skin friendly. Philips is not a dermatological authority and cannot give skin, hair or nail advice on individual cases.

Before using a Philips product with a shaving foil, it is good practice to visually check the device to ensure that the shaving foil is still intact. Replace the foil immediately when it is

damaged.

You can use the shaving foil to trim and shave your body hair below the neckline, for example armpits, arms, legs and pubic area (with a trimming comb). We do not recommend using it on your face or head because you will not get desired results and it may also damage your skin.

Some products come with additional attachments to use on sensitive areas, like your pubic region. You can find more information about using these attachments this in your user manual or you can contact us.

If you are still unsure about using Philips devices with a shaving foil, please consult your doctor or healthcare professional who can examine whether your skin is suitable for this type of hair removal device.

### **Aftercare**

If you are a first-time user or have very sensitive skin, a little bit of irritation is possible and nothing to worry about. This goes away with time. We recommend applying a mild and alcohol-free moisturising cream after shaving. If the irritation lasts longer than 3 days, then please consult your doctor.

### **Shaving head is impaired**

It is essential to check that the shaving head is not dirty, damaged or worn out. A faulty shaving head will cause declining product performance or even skin irritation. If it is damaged, it needs to be replaced immediately.

Before use, check the device for:

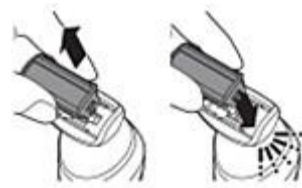
1. Damage to the shaving element (dents or holes)
2. Loose shaving foil (unhooked on one end)
3. Pollution of the shaving element
4. Poor lubrication of the shaving element

### **Thoroughly clean the shaver head**

Clean your lady shaver to remove any blocked hair or debris. These traces can prevent the device from switching on or operating correctly. After each use, blow off any remaining hair on the shaving head. Turn the device on and rinse the shaving head under the tap.

If the performance of the device is still lacking, a thorough clean can help. Thoroughly clean your device by following the instructions below:

1. Make a small mild soap bath. Remove the shaving head from the device and soak it in the bath for 10 minutes.
2. Re-attach the shaving head to the handle. Turn the device on and return the shaving head to the soap bath for a few seconds.
3. Turn the device off. Remove the foil (see image below) from the shaving head and rinse all of the parts thoroughly with clean water.
4. Allow the parts to air-dry then reassemble the shaving head.
5. Lubricate the shaving head foil with a few drops of sewing machine oil. Keep the device upright and turn it on for a couple of seconds. Wipe off the excess oil from the foil/trimmers.
6. Safely store your product and protect the foil from outside pressure or impacts by attaching a cap or comb.



## **My Philips Satin Lady Shaver is not working**

If your Philips Lady Shaver is not working or removing your body hair properly, try our troubleshooting advice to solve this issue yourself. If you have tried the troubleshooting tips provided and are still not satisfied with the performance of your Philips Lady Shaver, then please contact us for further help.

### **Shaving head is dirty or blocked**

It is important to check that the shaving head is not dirty, damaged, or worn out. This will cause declining product performance or even skin irritation. If it is damaged it needs to be replaced immediately. Your lady shaver requires regular cleaning to function properly. Hair or debris can get stuck in the device and affect its performance. Clean well after each use and rinse off hairs or debris completely after use. Protect the foil by attaching a cap or comb during storage.

It could be that the foil of your device is blocked by hair or debris. This can prevent the device from switching on or running properly. Clean your device by following the instructions below:

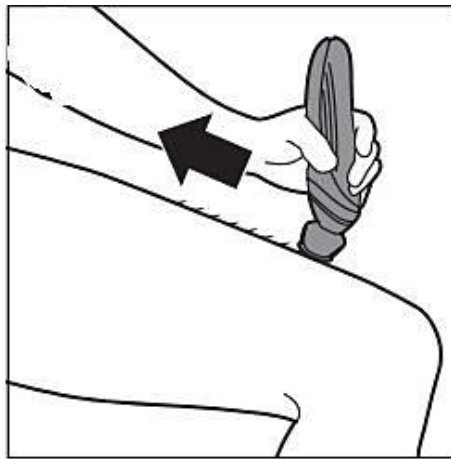
Turn off the product and remove the shaving foil head by (holding it by the plastic housing)

and pulling it off the product. Rinse the hair chamber on top of the handle.

Rinse the foil 30 sec under lukewarm water. Allow to air dry completely. Reattach the shaving foil head by snapping it back ('click') onto the product.

### **Use the right shaving techniques**

It is very important to use the proper shaving technique to get the best results and to avoid any pain or irritation. While shaving, tightly pull your skin with one hand and slowly move the shaver against the direction of hair growth. Make sure your shaving or trimming head is in full contact and flat on the skin. Do not press it too firmly on your skin, be gentle and move the shaver slowly.



### **Wet and dry use**

The Philips Lady Shaver is designed to be used both wet and dry. Please see the recommendations below to help guide you to a smooth hair removal session.

#### **Dry use**

We recommend for most products to use in dry conditions, as wet hair tends to stick more to the skin.

Also, if you are looking for a convenient or on the go session, try using on dry skin. Be certain that your skin is clean and completely dry before using the appliance.

#### **Wet use**

For a comfortable feeling and smooth movements, you may use the appliance on wet skin. During wet use, rinse the head regularly to remove hairs and ensure that it continues to glide smoothly over your skin. Make sure your skin is completely wet with water. Do consider wet hairs tend to stick more to the skin, performance may be better on dry skin. Gently pat your skin dry after use.

### After use

As after-care, gently apply an (alcohol-free) Aloe Vera cream/lotion or moisturiser, for its cooling and soothing properties, on your skin.

Also, allow some adjustment time and give the skin time to recover in-between sessions. Shave in the evening, to allow your skin to settle during the night and have smooth legs the next day

### Use the right attachments

If your lady shaver comes with a skin stretching cap, try putting it on the shaving head. This attachment makes the hair on your skin stand upright, making them easier to remove.



### Lady Shaver is not charged

It could be that your shaver is not charged properly, so it does not have enough power to perform well.

Make sure that you charge your lady shaver long enough. Some models require 10 hours of charging, while other models only need 1 hour. You can find this information in the user manual or the product leaflet.

Also keep in mind that for safety reasons the wet and dry lady shavers can only be used cordless. Always unplug your Philips Lady Shaver before use.



**Device is plugged in**

Most wet and dry lady shavers can only be used cordless. For safety reasons, these lady shavers do not switch on while they are connected to an electric socket. Unplug your lady shaver from the main switch and try turning it on again.

**The power outlet is not working**

Make sure that the power outlet where you are charging or running your lady shaver on, is working. Try charging or running the lady shaver in a different electric socket to see if this works.

**The power cable is not connected properly**

Make sure the power cable is completely inserted in the small socket at the bottom of the lady shaver.

**Not using the original charger or cable**

Make sure that you are using the original Philips charger and/or cable which came with your lady shaver. If you do not have the original charger or cable anymore then you can buy a new one from our Philips web shop.

**Overload protection is activated**

The overload protection can also be activated if you press your lady shaver too hard against your skin. Be gentle and just glide it over your body.

**Overheat protection is activated**

It may be that the overheat protection on your lady shaver has been activated. When this happens, you will see red lights flashing on your lady shaver and it will stop working.

In this case, let the lady shaver cool down and turn it back on after a minute or so. If it still does not turn on and the red lights start flashing again, it means it has not cooled down properly and you should wait a bit longer.

If you have tried the advice above, but your lady shaver still does not work, then please contact us for further help.